Air Operations
Service Level Descriptors

SL1: Meet or exceed the following standards:

- **Airfield Logistics: Full Support to tenants and transients provided during established field hours with capability to flex to 24 hour ops. T-Line airfield support equipment available and fully operational. Full service available for short-term operations during extended field hours.**

- **Aviation Fuel Support: Timely full aviation refueling/defueling support provided. Adequate fuels supply maintained for aircraft to accomplish station's mission.**

- **Air Traffic Control: Full service ATC operations provided during established field hours. capability to flex to 24 hour ops.**

- **Ground Electronics: All required (primary and redundant) ground electronics equipment fully operational during established field hours. Enroute NAVAIDs and emergency equipment available 24 hours. Capability to support extended operational hours when required.**

- **Auxiliary Airfield Support: Operating hours at Outlying Landing Fields meet mission requirements. Tenant activities are fully supported.**

- **Cargo Handling: Able to meet all aircraft cargo handling requirements during established field hours. Cargo handling capability supported during extended field hours for essential operational commitments.**

- **Passenger Terminal Operations: Able to meet all aircraft passenger processing requirements during established field hours. Passenger terminal operations supported during extended field hours for essential operational commitments.**

Air Operations
Service Level Descriptors

SL2: Execute the mission at the below reduced standards – page 1.

- **Airfield Logistics: Full Support to tenant and transients during established field hours; limited ability to flex to 24 hour ops. Full service logistics operations outside normal field hours not normally provided. Minor delays to transient aircraft support requirements. Redundant airfield support equipment not always available. Limited capability to provide airfield logistics support during extended field hours.**

- **Aviation Fuel Support: Full aviation refueling/defueling support provided during normal field hours. Possible delays during peak usage. Limited fuel support outside established field hours with priority given to tenant commands.**

- **Air Traffic Control: Full service ATC operations normally not provided outside normal field hours.**
  Limited capability to flex to 24 hour ops.

- **Ground Electronics: All primary ground electronics equipment are available during established field hours. Backup and redundant systems may not be available. Equipment outages may be required outside established field hours to facilitate maintenance. In the event of system failure mission degradation may occur due to lack of redundancy or back up systems.**

- **Auxiliary Airfield Support: Operating hours at Outlying Landing Fields meet mission requirements with some delays and minimal schedule impact. Support for tenant activities adequate to meet most requirements. Limited capability to provide auxiliary airfield support during extended field hours.**

- **Cargo Handling: Able to meet all aircraft cargo handling requirements during established field hours with some delays. Limited capability to provide cargo handling during extended field hours.**

- **Passenger Terminal Operations: Able to meet all aircraft passenger processing requirements during established field hours with some delays. Limited capability to provide passenger terminal operations during extended field hours.**

Air Operations
Service Level Descriptors

SL2: Execute the mission at the below reduced standards – Page 2

- **<u>IMPACT</u>: Squadron/Aircraft Commanders can expect minor degradation to full service during established airfield hours. Aircraft operations outside normal working hours only support to meet tenant (non-transient) activities. Staffed, trained, equipped and maintained to safely and securely meet fleet requirements for the number of aircraft operations supported. Typically, full service aircraft operations outside normal field hours will not be provided. Services may be degraded with delays possible during normal hours.**

Air Operations
Service Level Descriptors

SL3: Execute mission at significantly reduced standards as outlined below – Page 1

- **Airfield Logistics: Full services to tenants available only during established field hours and with routine delays. No ability to flex to 24 hour ops. Logistics service normally not provided outside normal field hours. Limited transient aircraft directing and servicing with routine delays during normal working hours. Limited airfield support equipment available.**

- **Aviation Fuel Support: Full aviation refueling/defueling support provided with delays during normal field hours. Routine delays during peak usage. Limited fuel support outside established field hours only for tenant commands for emergencies and urgent operational requirements.**
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- **Air Traffic Control: Full service ATC operations provided only during normal field hours. No capability to flex to 24 hour ops.**

- **Ground Electronics: All primary ground electronics equipment generally available during established field hours. Backup and redundant systems will frequently not be available. In the event of system failure mission degradation will likely occur due to lack of redundancy or back up systems. Equipment outages may be required during established working hours to facilitate maintenance.**

- **Auxiliary Airfield Support: Operating hours at Outlying Landing Fields meet mission requirements with routine delays and significant schedule impact . Support for transient activities is minimal as services are focused on tenant activities.**

- **Cargo Handling: Able to meet most aircraft cargo handling requirements during established field hours with routine delays. Extended hours of operations for cargo handling is not supported.**
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- **Passenger Terminal Operations: Able to meet all aircraft passenger processing requirements during established field hours with routine delays. Extended field hours for passenger terminal operations is not supported.**

Air Operations
Service Level Descriptors

SL3: Execute mission at significantly reduced standards as outlined below – Page 2

- **<u>IMPACT</u>: Squadron/Aircraft Commanders can expect degraded service(s) during normal working hours. Arrivals and departures permitted outside normal working hours for emergencies and urgent operational requirements only. Staffed, trained, equipped and maintained to support reduced operations (arrivals and departures) during normal airfield operating hours.**

Air Operations
Service Level Descriptors

SL4: Mission requirements will not be met – Page 1

- **Airfield Logistics: Significantly reduced Support to tenants only during established field hours. No support to transients. No capability to flex to 24 hour ops.**
- **Aviation Fuel Support: Limited full aviation refueling/defueling support provided to tenant commands. Lengthy delays will impact customer's ability to meet mission requirements.**
- **Air Traffic Control: Significantly reduced ATC operations and support. ATC services normally not provided outside established field hours.**
- **Ground Electronics: Mission essential systems are unreliable, experiencing unpredictable outages. Equipment outages are routine.**
- **Auxiliary Airfield Support: Minimal operating hours at Outlying Landing Fields for tenant command support only.**
- **Cargo Handling: Lengthy delays in meeting aircraft cargo handling requirements during established field hours for tenant commands. No support to transients.**
- **Passenger Terminal Operations: Lengthy delays in aircraft passenger processing requirements during established field hours for tenant commands. No support to transients.**

Air Operations
Service Level Descriptors

SL4: Mission requirements will not be met – Page 2

- **<u>IMPACT</u>: Squadron/Aircraft Commanders can expect severely degraded services and extensive delays during normal field operating hours. No arrivals or departures outside normal field hours are permitted. Staffing, training, equipment and maintenance are inadequate to meet fleet requirements. Some sub-functional areas may be removed from service (e.g. Passenger Terminal).**